



What is Performance Management? Performance Management is an ongoing, systematic approach intended to improve results by integrating objective evidence with decision-making processes. The initiative and key activities follow the four-step cycle in the Performance Management Process.

- Plan – Defining Results – Strategic Planning
- Do – Achieving Results – Performance Measures
- Review – Assessing Results – Surveys, Benchmarking and Reporting
- Revise – Improving Results – Process Improvement

**FY 2015/16 ACCOMPLISHMENTS**

- Completed internal services survey and worked with departments to identify ways to improve results
- Provided quarterly organization strategic planning and quarterly performance reports to City Council
- Conducted five process improvement and process mapping efforts during the fiscal year
- Launched the citywide Customer Service initiative with annual refresher training ready to start in summer
- Continued Valley Benchmark Cities effort with initial report released in September
- Reported to ICMA for 7<sup>th</sup> straight year, received certificate of excellence ICMA (3<sup>rd</sup> year) and AGA (6<sup>th</sup> year)

**FY 2016/17 PRIORITIES***Priority efforts:*

1. Initiate and complete open data and low-cost evaluation projects with What Works Cities initiative
2. Conduct National Citizen Survey in Nov./Dec. 2016 and National Employee Survey in May/June 2017
3. Acquire and implement citizen relationship management program to manage and track citizen contacts
4. Participate in Envisio strategic planning software pilot process and improve measurability of strategic plan

*Ongoing efforts:*

5. Provide quarterly organization strategic planning and quarterly performance reports to City Council
6. Offer process improvement facilitation for priority processes on an on call basis
7. Actively participate and provide leadership to regional and national benchmarking efforts including the Valley Benchmark Cities group and ICMA Center for Performance Analytics.
8. Demonstrate program excellence by applying for and receiving certificates of excellence from ICMA Analytics (4<sup>th</sup> consecutive year) and for citizen-friendly report from AGA (7<sup>th</sup> year).

**PERFORMANCE MANAGEMENT TEAM:**

The Performance Management Team meets most months (1 p.m., 3<sup>rd</sup> Thursday) to improve results by advocating for integrating objective evidence with decision-making processes, and to develop recommendations about the direction of the Performance Management effort both in their divisions and citywide. For FY 2016/17 the team is: Team Leader Brent Stockwell, Angela Rose, Daniel Edwards, Adam Samuels, Brad Hubert (Charter Offices); Cindi Eberhardt, Vernon Goode, Jennifer Jensen (Administrative Services); Dan VandenHam (Community & Economic Development); Kevin McKee, Lisa Nguyen (Community Services); Christy Alonzo, Will Davis, Cassie Johnson, Mark Zimmerman (Public Safety); Monica Staats (Public Works); Gina Kirklin (Water Resources); Hank Carmean (Volunteer Consultant)

**AD HOC AND ONGOING TEAMS:**

Customer Service Team – Darcy Nichols, Dennis Enriquez, Vernon Goode, Randy Grant, Richard Russo, Erica Smith, Holly Walter, Kit Weiss

Keep It Simple Scottsdale (Process Improvement) Team – Hank Carmean, Will Davis, Ryan Fielder, Jennifer Jensen, Cassie Johnson, Steve Rot, Monica Staats, Dan VandenHam

What Works Cities Low-Cost Evaluations Team – Kelly Corsette, Cindi Eberhardt, Jennifer Jensen, Dan VandenHam

What Works Cities Open Data / Policy Team – Amy Davison, Judy Doyle, Brad Hartig, Kari Johnson, Gina Kirklin, Dan VandenHam